

Training Package	Automotive Industry Retail, Service and Repair (AUR05)	HSC Requirements and Advice
Unit title	Read in the workplace	
Unit code	Unit descriptor	HSC Indicative Hours
AURC251356A	This unit covers the competence required to read business texts/manuals, so decisions can be made on similar terms/conditions, or interpret manuals to enable assistance to others for problem solving.	5

Evidence Guide

The evidence guide identifies critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical aspects of evidence	Underpinning knowledge
<p>It is <u>essential</u> that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:</p> <ul style="list-style-type: none"> • reading and interpreting texts in the workplace • carrying out actions described in written texts • assessing texts for suitability as instructions • communicating effectively with others involved in or affected by the work. 	<ul style="list-style-type: none"> • Reading and interpreting skills. • Enterprise texts/stationery. • Enterprise policies and procedures for action required.

Evidence Guide cont/d

Context of assessment	Method of assessment	Specific resource requirements for this unit
<p>The underpinning knowledge and skills <i>may</i> be assessed on or off the job.</p> <p>The assessment of practical skills <u>must</u> take place only after a period of supervised practice and repetitive experience. If workplace conditions are not available, assessment in simulated workplace conditions is acceptable.</p> <p>The prescribed outcome <u>must</u> be able to be achieved without direct supervision.</p>	<p>Practical assessments:</p> <ul style="list-style-type: none"> • read and correctly interpret business texts and documents and take action • carry out tasks from written texts • read equipment manuals to assist in operation and maintenance schedules • assess texts for suitability as instructions. 	<p>The following <u>should</u> be made available:</p> <ul style="list-style-type: none"> • written texts • equipment/material relevant to task • enterprise specific documents (stock records, job cards, repair quotations, personnel records, time sheets, financial drafts, meeting notes) • operational forms/memos/messages/faxes • computer manuals • equipment manuals • internal/external business correspondence/ memos • service contracts • dictionaries and other language aids.

Specific key competencies, underpinning and employability skills required to achieve the performance criteria

These include a number of processes learned throughout work and life, which are required in most jobs. Some of these are covered by the national key competencies, although others may be added. The details below highlight how these competencies are applied in the attainment of this unit.

Application of the key competencies in this unit are to satisfy the nominated level in which:

Level 1 – relates to working effectively within set conditions and processes;

Level 2 – relates to management or facilitation of conditions or processes; and

Level 3 – relates to design, development and evaluation of conditions or process.

How will the candidate apply the following key competency in this unit? The candidate will need to:

Collect, analyse and organise information	Collect, organise and understand information related to reading in the workplace.	Level 1
Communicate ideas and information	Communicate ideas and information to customers and supervisors related to reading in the workplace.	Level 1
Plan and organise activities	Plan and organise activities related to reading in the workplace.	Level 1
Work with others and in a team	Work with others and in a team by seeing and conveying information related to the planning, sequencing and completion of the task.	Level 1
Use mathematical ideas and techniques	Use mathematical ideas and techniques to count and measure.	Level 1
Solve problems	Establish diagnostic processes which identify methods of reading in the workplace.	Level 1
Use technology	Use the workplace technology related to reading in the workplace.	Level 1

Element	Performance Criteria	Range Statement
1 Read texts that contain specialist knowledge and may be organised in a variety of formats	1.1 Purpose of text is understood and correctly described.	<p>The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:</p> <p>Unit context</p> <ul style="list-style-type: none"> • this unit of competence applies to the following and should be contextualised to the qualification to which it is being applied: <ul style="list-style-type: none"> - RS&R [Retail, Service and Repair]. <p>Unit scope</p> <ul style="list-style-type: none"> • methods <u>include</u>: <ul style="list-style-type: none"> - reading and understanding texts - reading and interpreting specific business details and documents (e.g. service manuals, service contracts, etc.) for passing on to others - reading and interpreting internal/external correspondence and taking action - carrying out tasks as described in texts - assessing texts for suitability as instructions • specific requirements: <ul style="list-style-type: none"> - non routine operational information only - interpret written text to enable action to be taken. <p>Information</p> <ul style="list-style-type: none"> • enterprise operating procedures • product manufacturer/component supplier specifications • customer requirements • industry/workplace codes of practice. <p>Safety (OH&S)</p> <ul style="list-style-type: none"> • State/Territory OH&S legislation • award provisions.
	1.2 Main points or ideas presented are described.	
	1.3 New technical words are comprehended.	
	1.4 Meaning of key words and phrases are explained.	
	1.5 Effectiveness of text as an instruction is assessed.	